

101505T4TTM

TOUR AND TRAVEL CONSULTANT LEVEL 5

TO/OS/TM/CR/04/5/A

PARTICIPATE IN TRAVEL SERVICE DELIVERY

July/August 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE:

- i. This paper has **Three** sections **A, B** and **C**.
- ii. Attempt questions in each section as per instructions given in the section.
- iii. You are provided with a separate answer booklet.
- iv. Do not write on the question paper

This paper consists of SEVEN (7) printed pages

**Candidates should check the question paper to ascertain that all pages
are printed as indicated and that no questions are missing**

SECTION A (40Marks)

Answer ALL questions from this section

1. Which of the following is typically included in a travel file for a customer? (1 mark)
 - A. Passport photocopy
 - B. Hotel brochures
 - C. Local currency
 - D. Travel insurance policy
2. Which tour accounting document provides an overview of the financial position of a tour company at a specific point in time? (1 mark)
 - A. Balance sheet
 - B. Travel plans
 - C. Trip guide
 - D. Cash flow statement
3. Which of the following is an example of a post-travel service delivery? (1 mark)
 - A. Assisting customers with visa applications
 - B. Providing Travel insurance to customers
 - C. Collecting feedback and reviews from customers after their trip
 - D. Offering Destination recommendations to customers.
4. Which of the following reservation documents is commonly used in the airline industry? (1 mark)
 - A. Itinerary
 - B. Voucher
 - C. Boarding pass
 - D. Menu plans
5. Identify one common method for collecting guest feedback? (1 mark)
 - A. Conducting surveys
 - B. Offering complimentary gifts
 - C. Organizing entertainment events
 - D. Providing travel discounts